

**Waukesha County Communications (WCC)
Dispatch Operations Commission
Meeting Agenda & Summary Notes**

Chair – Greg Jezak

Co-Chair – Donald Wiemer

Committee Members

John Dahms, Dick Manke, Steve Marks, Matt Pinter, Scott Taubel and Daniel Tushaus

Meeting Date: 11-22-04 **Time:** 13:01 – 15:00 **Location:** Waukesha County Communications

Present: Rich Bolte, John Dahms, Matt Fenning, Dave Funkhouser, Donn Hoffmann, Mark Hoppe, Greg Jezak, Jeff Johnson, Steve Marks, Scott Taubel, Richard Tuma, Daniel Tushaus and Don Wiemer.

Absent: Mark Mader, Dick Manke and Matt Pinter

Meeting Agenda

Topics(s) To Be Discussed:

1. Approval of September 23rd, 2004 minutes
2. System Update & Milestone Report
3. Protocols Committee Recommendations
4. Computer Aided Dispatch (CAD) Topics
5. Agenda Items for Next Meeting
6. Meeting Adjournment

Summary Notes

1. September 23rd, 2004 mtg. minutes approved. A motion was made by Chief Dahms, seconded by Chief Wiemer and unanimously approved by the Dispatch Operation Commission members.

Special note. Rich Bolte informed the commission County Executive Daniel Finley recommended to the County Board that Richard Tuma become the county's Director of Emergency Management, to include, Radio Services.

2. System Update

Refer to the following reference materials:

- Milestone Report November 9, 2004
- Waukesha County Sheriff Dispatch Conversion

Project tasks identified for the proposed November 30th dispatch conversion have/are being addressed. As of this writing there are no issues that would be described as 'show stoppers'.

3. Protocol Committee Recommendations & Updates

Technology Protocols Committee

- Town of Lisbon – PD will be a Spillman 'Interactive' law record user. Chief Alioto has decided not to convert existing law records into Spillman. Donn Hoffmann requested approval to include the Town of Lisbon – PD conversion to the project schedule for 1st quarter '05; the PD has no intention of converting its law records and its dispatching service will be converted as part of the WSD/WCC conversion November 30th.

A motion was made by Chief Wiemer, seconded by Chief Tushaus and unanimously approved by Commission members. Approve X
Disapprove _____

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- Village of Butler – PD requested the county assist in converting its law records from the TIPPS System into Spillman. Work would be completed in preparation of its February 1, 2005 conversion.
- Village of Big Bend – PD. Discussion with Chief Hefley occurred November 8th; board meeting was to take place on the 11th to further discuss its position with dispatching and law records conversion to the county. As of this writing, there has been no further communication.
- City of Oconomowoc – PD. Meeting occurred November 17th between Police Lt. Jeffrey Schmidt, Billy Duncan, Spillman and Donn Hoffmann. Purpose was to review the proposed Spillman contract and answer questions related to law record conversion. Lt. Schmidt stated the common council; would meet Tuesday December 21st to discuss the above topics and dispatching. The meeting was found to be productive. Donn requested Spillman reissue its proposed sales quote specific to the StateLink module and eliminating those modules Lt. Schmidt stated would not be purchased.

Police Protocols Committee – N/A

- Refer to Standard Operating Procedures listed under the heading, Fire/EMS and Police Protocol Committees

Fire/EMS Protocols Committee

- Refer to Standard Operating Procedures listed under the heading, Fire/EMS and Police Protocol Committees
- Protocol Committee Member Changes - A motion was made by Deputy Chief Johnson, seconded by Chief Buchholtz and unanimously approved by Fire/EMS Protocol Committee members the following committee member changes. They were: Rich Bolte is removed as a committee member, and Robert Jacobs due to his resignation from the Waukesha County Sheriff. Dept. Rick McMillin and Scott Groenwoltd are removed as committee members but will continue to serve as ‘resources’ to the committee. Matt Fenning, representing the City of Delafield FD would replace Dave Mason as a ‘resource’ to the committee. It was agreed that in the absence of a committee member, they might designate a substitute to attend a meeting(s). Under this provision, the designee would have voting rights for the department it represents.

A motion was made by Chief Tushaus, seconded by Chief Dahms and unanimously approved by Commission members. Approve X
Disapprove

Fire/EMS and Police Protocol Committees

- WCC/Agency Fax Confirmation – SOP
- Bob Threats – SOP
- Calls for Service – SOP
- Calls for Service – Special Instructions – SOP
- Commonplace Names – SOP
- Domestic Disturbances – SOP
- Emergency: Clear Radio Channel – SOP
- Motor Vehicle Traffic Fatality Report – SOP
- Mail & Mailboxes – SOP

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- News Media Inquires – SOP
- Pursuits – SOP
- Officer/Responder Safety Flags – SOP
A motion was made by Chief Tushaus, seconded by Deputy Inspector Marks and unanimously approved by Commission members. Approve X
Disapprove ____

- **Computer Aided Dispatch – CAD Calls Table and Radio Log Records**
First Motion. In discussion with the Fire/EMS, Police Protocol Committee, WCC, WSD and IS, it was agreed the proposed SOP be tabled until further notice. A motion was made by Chief Tushaus, seconded by Deputy Chief Jeff Johnson (Fire/EMS Protocol Chair) and unanimously approved by Police and Fire/EMS Protocol Committee members.
Second Motion. Presently, all participating agencies have ‘view only’ access to the ‘Open CAD Calls’. In discussion with the Fire/EMS, Police Protocol Committees, WCC, WSD and IS, it was agreed all participating agencies would be given authorization to ‘view only’ all Closed CAD Calls and Radio Log information. Committee members understand that due to how the Spillman System is currently designed, all participating agencies given the aforementioned authorization would be able to ‘view’ Closed CAD Calls and Radio Log information across all participating agencies, and that law related information may be found within the context of the comments/narratives information entered by dispatchers. As part of this process, IS would turn-on the ‘Log Tracking’ feature on the Spillman System, to provide information of who is accessing this information. IS has the direct responsibility to monitor the Log file pertinent to its usage by end users.
A motion was made by Chief Tushaus, seconded by Chief Greg Jezak (Fire/EMS Protocol Committee) and unanimously approved by Police and Fire/EMS Protocol Committee members.

Special Note. Chief Tushaus emphasized that agency personnel must have a legitimate need, only, in having to access the above referenced information, And, that agency personnel be held responsible, if called upon, to articulate their particular need in viewing this information. Chief Wiemer requested that an option be allowed, whereby, the agency could have its authorization/permissions turned off and be allowed to view only ‘Open CAD Call’ information.

A motion was made by Capt Funkhouser, seconded by Chief Tushaus and unanimously approved by Commission members. Approve X
Disapprove ____

Dispatch Operations Commission

- Oconomowoc Agencies Dispatch Conversions
November 18, 2004 at 9:00am. Dispatch conversions took place for the following: Town of Summit, Villages of Okauchee and Stone Bank – FD’s, and the Village of Lac La Belle – PD.

Special Note. The Commission reminded those present that initiatives taken by WCC management, as described above, must be approved/not approved by the Commission, first, before implementation, even if a special meeting was needed.

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Disapprove _____

- Dispatch and Spillman Conversions
 - 1) November 30, 2004 at 9:00 am. Waukesha County Sheriff's Dept. Dispatch Operation to Waukesha County Communications.
First Motion. Speaking on behalf of the Waukesha County Sheriff's Dept., Deputy Inspector Steve Marks, and confirming with Sheriff Daniel Trawicki, informed committee members WSD approves the conversion of WSD Dispatch to Waukesha County Communications on November 30th. He acknowledged the Geobase/Mapping applications are functioning as required. The remaining item to be worked out the week of November 22nd would be the dispatching between Talkgroups.
Second Motion. A motion was made by Capt. Otto, seconded by Chief Rosch and unanimously approved by Police Protocol Committee members.
Third Motion. A motion was made by Deputy Chief Johnson, seconded by Chief Buchholtz and unanimously approved by Fire/EMS Protocol Committee members.
Fourth Motion. Speaking on behalf of the Waukesha County Communications, Richard Tuma confirmed the readiness to assume responsibility of the WSD Dispatch Operation, effective, November 30th.
Note. Some discussion regarding the number of Talkgroups occurred. After further review, committee members agreed on 3 Talkgroups, possibly one dedicated to the WSD. Special Note. It was agreed by committee members, that the number of Talkgroups/their configuration be revisited January 2005. Example. Explore the feasibility in assigning a Talkgroup to WSD. A motion was made by Chief Tushaus, seconded by Chief Rosch and unanimously approved by Police Protocol Committee members.
A motion was made by Chief Wiemer, seconded by Chief Taubel and unanimously approved by Commission members. Approve X
Disapprove _____
 - 2) December 6, 2004 at 8:00am. Spillman Phase V Communities, 'View Only and Interactive' conversions.
As reported at the November 11th Technology Protocol Committee meeting, a motion was made by Joe Amodeo, seconded by Mike Biagioli and unanimously approved by Technology Protocol Committee members; the Phase V conversions take place, as proposed on the date/time indicated.
First Motion. A motion was made by Chief Rosch, seconded by Capt. Otto and unanimously approved by Police Protocol Committee members.
Second Motion. A motion was made by Deputy Chief Johnson, seconded by Division Chief Norris and unanimously approved by Fire/EMS Protocol Committee members.
Third Motion. Speaking on behalf of the Waukesha County Communications, Richard Tuma approved the Phase V Spillman conversions.

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A motion was made by Chief Wiemer, seconded by Chief Tushaus and unanimously approved by Commission members. Approve X
Disapprove___

- WCC Issues and Concerns. After review of the letter submitted by Chief Matt Pinter, City of Pewaukee – FD, it was agreed that Richard Tuma is to respond to the stated items to the Commission at its January 5, 2005 meeting.
A motion was made by Chief Wiemer, seconded by Chief Dahms and unanimously approved by Commission members. Approve X
Disapprove___

4. CAD Topics

- Testing against GIS database for WSD agencies. Testing confirms a 98% validation for intersections (42) and 92% validation for street addresses (113). Richard Tuma provided explanations as to those that did not validate.
- WSD Training. Into its fourth week; this does not include prior training that was conducted before the proposed WSD Dispatch conversion date was changed.
- Fire/EMS Standard Operating Guide (SOG). The WCC dispatchers have received basic level training on the SOG. Current WCC Fire/EMS dispatchers would continue to dispatch these call types at the time WSD Dispatch is converted. Additional training would be given to other staff, before they would be given the responsibilities of dispatching Fire/EMS calls.
- Quality Assurance Program. Deputy Chief Jeff Johnson, Fire/EMS Protocol Committee Chair, acknowledged his committee has discussed and intends to development a formal program, as noted in committee minutes. It is the intention of this committee to continually train all participating FD's on the SOG, standards, procedures, policies, etc.
- Request made by Fire/EMS Protocol Chair, Deputy Chief Jeff Johnson. Investigate the feasibility to have a Crystal report developed that would provide both CAD Calls and Radio Log information to the agencies for reporting purposes.

5. December 13th Agenda Items

- Waukesha County Sheriff Dispatch Operation conversion – update
- Police Protocol Committee – member roster changes
- Town of Lisbon – Spillman training and law records conversion date change

6. Meeting Adjournment. A motion was made by Chief Taubel seconded by Chief Tushaus and unanimously approved by Dispatch Operations Commission members to adjourn the meeting at 14:08.

Handouts

- WCC/Agency Fax Confirmation – SOP
- Bob Threats – SOP
- Calls for Service – SOP
- Calls for Service – Special Instructions – SOP
- Commonplace Names – SOP

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- Domestic Disturbances – SOP
- Emergency: Clear Radio Channel – SOP
- Motor Vehicle Traffic Fatality Report – SOP
- Mail & Mailboxes – SOP
- News Media Inquires – SOP
- Pursuits – SOP
- Officer/Responder Safety Flags – SOP
- Letter from Chief Matt Pinter, City of Pewaukee Fire Dept., dated November 22, 2004, titled ‘WCC Issues and Concerns’

Presentations – N/A

Requested Attendees – N/A

Requested Documents:

- Response to the letter submitted by Chief Matt Pinter at the January 5, 2005 meeting. (Richard Tuma)
- Draft letter to agencies regarding the viewing of CAD Calls and Radio Log information (Richard Tuma and Donn Hoffmann)

Next Scheduled Meetings:

Waukesha County Communications

Monday December 13, 2004

Time: 09:00 to 11:00

And

Monday January 10, 2005

Time: 09:00 to 11:00

Minutes approved by:

Name: _____

Commission Chair/Co-Chair

Signature: _____

Date: _____